

Easterling, Deborah

230316

From: Easterling, Deborah
Sent: Thursday, June 09, 2011 3:53 PM
To: 'Paul Taylor'
Subject: RE: Carolina Water Service Proposed Service Rate Increase

Dear Mr. & Mrs. Taylor,

This is to acknowledge receipt of your email to the Public Service Commission. I am forwarding your email to our Clerk's Office for processing. Your email will become a part of Docket No. 2011-47-WS and will be posted on our website under this docket.

Please let me know if you should require any additional information.

Sincerely,

Deborah Easterling
Administrative Assistant

RECEIVED

From: Paul Taylor [<mailto:paultaylorrealtor@gmail.com>]
Sent: Thursday, June 09, 2011 2:36 PM
To: Contact
Subject: Carolina Water Service Proposed Service Rate Increase

MAIL / DIV

Jocelyn Boyd
Clerk
South Carolina Public Service Commission

Dear Ms. Boyd,

As a resident of Forty Love for 4 and 1/2 years I would like to express my personal concern regarding the poor quality of service that Carolina Water, aka Utilities Inc. has provided. During the short time that we have lived in this service area the number of times we have had interrupted service, COMPLETE loss of service, quarterly "flushing" and boil advisories have been countless. We have also witnessed catastrophic sewer leaks, which have leached directly into storm drains and possibly running off into Lake Murray. Our faucet fixtures are permanently etched due to either high iron bacteria or high chlorine contact that is a result of poor water quality provided by Carolina Water Service. Our family consumes approximately two cases of bottled water per week due to the unpleasant taste of water provided at our tap.

I have had to endure a vet bill of several hundred dollars due to a pet contracting an intestinal bacterial infection as a direct result of open septic drainage pooling at the back of my yard. I notified Carolina Water Service of the leak, as well as my vet expenses and never heard back from them or was reimbursed for my expense.

I am adamantly, and I'd like to repeat, ADAMANTLY opposed to the proposed sewer and water rate increase request. The substandard service that we have endured by Carolina Water Service aka Utilities Inc. has been deplorable. I believe that a review over the past few years regarding water service interruptions, repairs and complaints will hardly warrant a rate increase but should in fact warrant a need for a complete change of service.

Please note my residence address as one that would be known as a "PROTESTANT" to this request for an increase. I have also included my contact phone number and email address for future contact.

Sincerely,
Paul & Trish Taylor
330 Forty Love Pt.
Chapin, SC 29036
paultaylorealtor@gmail.com
803-463-4663

PS. If needed, I have photos of past two sewer leaks, with the most recent one being two months ago.

--

Paul Taylor
Land & Lake Properties, Inc.
www.749-HOME.com
Office [803-749-4663](tel:803-749-4663)